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STATE OF ILLINOIS

ILLINOIS COMMERCE COMMISSION

2008 AUG -4 P 12: 57

Madison River Telephone Company, LLC,
Madison River Communications Corp.,
Gallatin River Communications, L.L.C.
and CenturyTel, Inc.

Joint Application for Approval of Transfer
Of Control and Reorganization Pursuant to
Section 7-203 and Section 7-204.

CHIEF CLERK'S OFFICE

Docket 07-0043

ADDENDUM TO ANNUAL SERVICE QUALITY REPORT


Madison River Telephone Company, LLC, Madison River Communications Corp., Gallatin River Communications, L.L.C. and CenturyTel, Inc. file this **Addendum** to the **ANNUAL SERVICE QUALITY REPORT** filed pursuant to finding (5)(e) of the Illinois Commerce Commission's Order in Docket 07-0043 issued March 21, 2007.

The addendum adds the April 2008 numbers for Toll and Assistance Answer Time and Information Answer Time. These numbers were not available when the initial report was filed. Therefore, the attached schedule provides the required service quality results for the 12-month period May 1, 2007 through April 30, 2008. If you have any questions please contact David Rudd at (217)744-2420; or dorudd@aol.com.

DATED this 1st day of August, 2008.

Respectfully submitted,


Madison River Telephone Company, LLC
Madison River Communications, Corp.
Gallatin River Communications, L.L.C.
CenturyTel, Inc.

By: 
Ty Lemaster, General Manager

STATE OF ILLINOIS)
) SS
COUNTY OF TAZEWELL)


VERIFICATION

I, Ty Lemaster, being first duly sworn, deposes and states that he is General Manager of Gallatin River Communications L.L.C.; that he has read the above and foregoing Addendum to Annual Service Quality Report and knows the contents thereof, and that the same are true to the best of his knowledge, information and belief.



Ty Lemaster, General Manager

Subscribed and Sworn to me before me
this 1st day of August 2008.



Notary Public



Illinois Commerce Commission Service Objectives - 2007 - 2008															
Requirement	Current Objective	General Objective	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	Rolling 12 Month Average
Repair Answer Time	15 seconds or less	Not to exceed 60 seconds	13	16	16	16	17	14	17	12	10	14	14	12	14.25
Business Office Answer Time (Residential, Business & Financial Services)	21 seconds or less	Not to exceed 60 seconds	10	16	12	13	12	15	9	20	47	14	15	14	16.42
Toll & Assistance Answer Time (Provided by the ITA)	9 seconds or less	10 seconds or less	6.10	6.00	5.30	5.90	5.20	5.70	5.30	5.80	5.2	5.8	6.2	4.3	5.57
Information Answer Time (Provided by the ITA)	10 seconds or less	10 seconds or less	4.20	4.30	3.90	4.03	4.51	4.69	4.07	4.57	6.22	4.66	4.21	4.16	4.46
Restore OOS Trouble <24 hours	98.55%	95%	100.00	99.85	100.00	99.55	98.94	99.65	100.00	99.28	99.39	96.60	96.90	98.8	99.08
Trouble Reports per 100 A/L	2.86	6	1.24	1.79	1.82	2.59	1.21	1.53	0.68	1.50	2.42	1.51	1.36	1.73	1.62
Installation requests 5 days or less	97.80%	90%	98.58	99.57	99.38	98.52	97.55	98.50	98.73	99.81	98.87	100.00	99.20	98.6	98.94

ILLINOIS COMMERCE COMMISSION

(Docket No. 07-0043)

The undersigned certifies that a copy of the Addendum to Annual Service Quality Report was served upon all parties via U.S. Mail this 1st day of August, 2008:

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Ty Lemaster, General Manager
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